

**Accessing your Medical Records Online**

You are now able to access your medical records online. Your whole medical record (including letters) needs to be reviewed by a GP before access can be granted. Due to the amount of work involved, please allow up to three months for full access to be granted.

**Sharing your GP records with others**

You are also able to choose to allow others, like your family or carers to look at your GP online records. This may be because you would like them to help you look after your health. You will need to complete a consent form to allow them access to your medical records. The person you choose to share your records with will then need to contact the practice so they can be supplied with their own username and password. They will then use this to look at your GP records. You should not share your login details with anyone.

**Access to a Child’s Record**

Parents will be able to have access to their children’s medical records until the child reaches 11 years of age. Online access will then be removed until the child has been assessed by a GP and they consent to parental access. When a child reaches 16 years of age, access is automatically removed and written consent must be provided by the patient to allow parental access.

**Protecting your Records**

We have a responsibility to look after your GP records. You must also take care online and make sure that your personal information is not seen by anyone who should not see it.

**Keeping your username and password safe**

When you register to use GP online services, we will give you a username and password, which you will use to log in. You should not share your login details with others.

To protect your information from other people:

* You should keep your password secret and it is best not to write it down. If you must write it down, keep a reminder of the password, not the password itself. This should be kept in a secure place.
* If you think someone has seen your password, you should change it as soon as possible. You may want to call your surgery if you are not able to change it right away, for example, when you do not have access to the internet.
* You should not share your user name or password. No one should force you to show them your login details - you have the right to say no. If someone forces you, tell your surgery as soon as possible.

**Using a shared computer**

You need to take extra care when using a shared computer to look at your GP records online. This could be at the library, at work, at school/university or at home. To protect your personal information from others when using a shared computer, you should:

* Look around to see if other people can see what is on the computer screen. Remember, your GP records contain your personal information.
* Keep your username and password secret. Just like your bank account PIN, you would not want others to know how to get into your GP records.
* Make sure you log out when you finish looking at your records, so that no one else can see your personal information or change your password without your knowledge.

**Incorrect information in your records**

On rare occasions, information in your GP records might be incorrect. If you find any incorrect information, you should let your surgery know as soon as possible.

If you see information about anyone else in your records, log out immediately and let your surgery know as soon as possible.